

Dove Harbor Program Guidelines

Personal Responsibility/Community Living:

- **Curfew**

Residents are expected to be in the building at 11:00pm on Sunday through Thursday evenings. The curfew on Friday and Saturday evening is 12:00 midnight. Residents do not have to be in their rooms upon curfew. No smoking will be permitted after doors are secured.

Children who live at or visit Dove Harbor will have a curfew of 9:00pm, Sunday through Thursday. Children are welcome to stay up until 10:00pm on Friday and Saturday if the Mother so chooses. Children must be in their rooms at the above mentioned times. Therefore, women who have children will need to be in prior to 9:00pm to put their children in bed. During the summer, bedtime hours are extended one hour. If this privilege is abused it will be revoked.

Quiet hours begin at 9pm each evening. This applies to everyone. Please be especially conscious of your noise level after this time, including but not limited to volume of TV or radio, running/stomping, voice level, slamming doors, vacuuming or other cleaning.

- **Late Policy**

If you are going to be late, you must speak with the Resident Assistant (RA) on-duty. Giving a message to a resident to give to the RA is not appropriate. It is your responsibility to make contact with the RA.

- **Daily Schedule**

Healthy structure and routine is very important. Because of this, residents are encouraged to work towards a schedule and routine that is appropriate for their lives and needs. This includes, but is not limited to, a regular bed time & waking time, regular meals, and appropriate time given for self-care and specific family time with children.

- **Weekends Passes**

A resident must be here four weeks and four weekends before applying for a pass. After that time period has passed, a resident may complete a request to be considered by the staff. Only 2 weekends per month may be requested per resident. Copies of form are available in living room or from Case Manager.

Staff considers the following areas before approving the pass: recent room & chore checks, warnings or disciplinary action and balance of fees owed. See the request form for other details.

- **Program Fees**

Each resident is responsible to pay a total of **\$100.00** a month to Dove Harbor for program fees. An additional **\$50.00** a month will be paid for utilities. During your stay it is important to stay current with your payments. It is your responsibility to communicate your plan for payment, and to follow through on that plan. Failure to pay monthly fees is cause for dismissal. Residents are required to report all sources of income including welfare, child support and disability payments

- **Security Deposit**

Residents will be responsible for paying a **\$50.00 security deposit** for the room, a **\$10.00 FOB deposit** and a **\$30.00 deposit for a urine drug screen**. The deposit money will be returned to you based on a zero balance, leaving your room in an appropriate manner, turning in your FOB and not being asked to complete a urine drug screen.

- **Chores**

We are proud of our facility and want you to consider it home. As a goal in achieving self-sufficiency, your housekeeping habits will be a part of your program. Each person is assigned a chore, on a weekly or monthly basis. Chores need to be done/maintained daily. Failure to follow housekeeping polices will result in disciplinary actions. Each person is responsible to clean up after themselves and their children in common areas. Take care of any mess or disorganization that you are responsible for immediately following use of that area.

Vacuums can be signed out at the front desk. You are expected to return it and sign it back in following use, so others can sign it out.

- **Bedroom and Bathroom**

Each resident is responsible for the cleanliness of her bedroom and bathroom. Weekly checks by staff will be done to ensure that the cleanliness and organization of the room are kept at an appropriate, healthy standard. Beds are to be made, laundry put away, trash taken out, dishes returned to the kitchen, overall organization maintained. Failure to keep your room clean will result in consequences.

Pack ratted is not permitted. If at any time staff determines that your room is too cluttered, you will be required to remove any unnecessary items and clear the room of the clutter until staff is satisfied that the room is manageable. Staff recommends purchasing plastic storage bins if more storage space is needed; they are helpful for organizing and are relatively cheap.

- **Kitchen**

Dishes are to be washed **IMMEDIATELY** after usage. Dishes are each individual's responsibility, not the person who cleans the kitchen. **Moms, please clean up after your children immediately after snacks, spills, etc.**

Each family is responsible for their own meals, although you may feel free to coordinate and cook together. Because of limited refrigerator and freezer space, we recommend that you shop for one week only rather than trying to store food for long periods

of time. There is a freezer available in the basement for residents to store extra frozen food. Please label all your food before storing it there.

You will be given a cabinet to store your food items. Do not “borrow” food from other individuals without their permission. Stealing food is cause for dismissal from Dove Harbor. If you are in need of food, please make staff aware so that we can assist you with food pantry referrals and/or help with food stamp management.

- **Laundry schedule**

Each resident is assigned a laundry day. You are to do laundry only on that day unless you have made prior arrangements with another resident. Do not leave your laundry in the machines or laundry room beyond your assigned day.

- **Toiletries/Cleaning Supplies**

If you are in need of personal care items (soap, shampoo, etc.), please let staff know, and we will assist you if we can. Feel free to check in the basement to see if we have what you need, or put in a personal needs request. If we do not have items including cleaning supplies, toilet paper, etc. it is your responsibility to purchase them for your own use. Please keep yourself and your children appropriately bathed and clothed. Because there are others living in your home, please be fully dressed any time you are not in your bedroom.

- **Pets**

No pets, including fish, are allowed in the building or on Dove Harbor premise

- **Telephone**

A phone will be available for resident use. You are not required to answer the phone when it rings. However, if you do answer the phone and the call is not for you, please have the courtesy to take a message and post it. Be respectful to the other women and families that you share the phone with, by the way you interact on the phone, the length of time you are on it and how you take/pass on messages.

See further phone information under “Safety” section.

- **Storage**

No additional storage space is available besides the closets in the assigned resident room. Residents must make arrangements to store other belongings elsewhere before coming to Dove Harbor. Because the rooms are already furnished, furniture that belongs to the resident cannot be moved into the room.

- **Smoking**

Smoking is not permitted at any time inside the building, **this includes vaping**. Please dispose of butts in the ash cans. Ash cans should be emptied as needed by smokers.

- **Media**

This includes but is not limited to music, video games, printed material, DVDs/videos, pictures/posters. We reserve the right to remove anything this is inappropriate for healthy living. If there is a question about appropriateness, the item is subject to staff approval.

- **Verbal Exchanges**

Please be careful to refrain from use of profanity, put downs, gossiping, and yelling. In order for your home to be emotionally safe, every person must monitor her exchanges. If you are having conflict with a fellow resident, we encourage you to approach that person and assertively work through the situation. Staff persons will not make your confrontation for you, but we will help you problem-solve about how to address the situation. If the conflict continues, we are happy to mediate as you address the issue again. If no results occur after your attempts, staff may step in to resolve the situation.

We would like to encourage you to address staff and fellow residents honestly in all situations. If you have made a poor choice about something, please be truthful about it so that we can work through the situation quickly and effectively.

Remember that honesty promotes trust.

- **Personal Vehicles**

Residents who have personal vehicles must provide Dove Harbor with copies of the following items to be filed in your chart:

1. Valid driver’s license
2. Proof of insurance (copy of card or policy with effective date)
3. Vehicle registration

All licensing and insurance must be valid in order to keep your car on Dove Harbor’s premises. If you do not have valid plates, license or insurance, you must keep your car somewhere other than Dove Harbor.

- **Employment Opportunities**

Each resident is expected to be able to provide for themselves financially during their time at Dove Harbor. This will also help in preparation for life after Dove Harbor, when housing costs will continue to be your responsibility. Because groups are held during 2nd shift hours, we ask that you work 1st shift. A resident may work 2nd shift only on weekends and nights there is not

mandatory group. 3rd shift work may be approved on a case by case basis. A conflicting work schedule is not adequate cause for missing groups, so please work on this with your supervisor prior to accepting a job.

Safety:

- **Romantic Relationships**

In the same way that we would not allow a man to live in the building because it creates the potential for an unsafe place sexually, we do not allow same-sex romantic relationships between residents. This has the potential to cause unhealthy dynamics for the individual and for the other families that stay here.

- **Fire Door**

Residents living in family units are strictly prohibited from entering or exiting the building through the fire door unless an emergency exists, such as fire or other life-threatening situation. The security system will alert us to your use of the door.

- **Security Codes**

All doors to the resident hall and each resident room are equipped with digital locks requiring a code to be entered before it can be opened. Each adult resident will be given a private security code that will open your door. Only the resident and staff will have the private code. Staff also has a master code and key to be able to open the door when necessary. Staff reserves the right to enter a resident's room at any time to conduct room checks or to follow up on any other concern. **DO NOT GIVE THESE CODES TO OTHER RESIDENTS OR GUESTS.**

- **Visiting Hours**

All visitors must enter through the main entrance facing Plum Street and sign in at the front desk, even if they are only here for a short time. Visitors are not to enter the building through the resident entrance.

Visitors are welcome at Dove Harbor between 9:00am-4:30pm weekdays. They must stay in the living room area and at no time enter the resident living areas. Please be respectful of the amount of time you have guests. If this becomes a problem, or if a visitor is causing disruption, staff reserves the right to ask them to leave. Visitors are allowed in the living room, not in the kitchen, office, or resident areas. During seasons when visiting outside is possible, visitors are allowed in the back yard. Visitors should not be in this area after dark, and the amount of time should be determined based on the use of space by the other families here. Staff reserves the right to put specific guidelines on these visiting restrictions if there are other concerns. Residents should be waiting in the lobby for any visitors or at the back door for rides. The staff will not give information about residents to anyone. Never open the door to an unknown visitor.

- **Telephone**

Because you agree, at entrance, to maintain the confidentiality of other residents, do not give out any information regarding anyone, even if you know the person that is calling. Because each woman should only give the floor number out to those people they want to have it, you can check if they are around and tell the caller if they are not. But, do not give out further information regarding that resident or anything else related to Dove Harbor. If you get into a conversation that you do not know how to get out of, you can simply say "I can't give any information, but I can take a message. If you want more than that, you can call the front office at 642-1853."

Phone privileges will be suspended for all residents if the phone is ever used for any purpose other than staying in touch with family, friends, or employers. Arguments, threats, profanity or other inappropriate phone behavior will not be tolerated. Please be respectful of the amount of time you are on the phone, as others may need to use it.

- **Alcohol, Drugs, and Weapons**

Alcohol, illegal drugs, and weapons (real or toy) are not allowed on Dove Harbor property. Use of alcohol or drugs on or off the premises is cause for dismissal.

Persons in recovery from drug and/or alcohol use will be required to work a pre-arranged recovery program throughout their stay at Dove Harbor. Failure to comply with a relapse prevention program will result in dismissal from Dove Harbor.

- **Drug/Alcohol Screen Policy**

Random drug/alcohol testing will be conducted at discretion of staff. Positive test results will be cause for immediate dismissal.

- **Emergencies**

Always report any security violation or concern to staff immediately. If an emergency or security violation occurs when staff is not on duty, contact the on-call staff member (posted by the phone). Do not call staff for non-emergency situations unless you are feeling threatened in some way.

- **Fire or Severe Weather**

If there is a fire, it is important to exit the building as soon as possible. If you are leaving the building, and the sign-in & sign-out binder is still by the back door, please take it out with you, so it can be checked to see who is here. All residents should meet at the CATS stop on Broadway. Safety is the most important thing.

Weather radios are located on each floor, set to sound if there is severe weather in Madison County. If a severe weather threatens, go to the basement.

- **Illness and Accidents**

Residents should report illness or accidents resulting in injury or damage to staff on duty at the time of the accident.

- **Babysitting**

For liability purposes, babysitting jobs for individuals not residing at Dove Harbor will need to occur in those person's homes rather than at Dove Harbor. Also due to liability reasons, other residents can not be a regular childcare provider for your children. If childcare is needed, find reputable childcare facilities outside of Dove Harbor.

- **Personal Property**

Dove Harbor is not responsible for lost, damaged, or stolen personal items. Use the security of your room to keep things safe, and reminder, **DO NOT GIVE OUT YOUR DOOR CODE.**

If a resident is terminated or moves out of Dove Harbor and leaves her belongings behind, and does not contact staff within 7 days, belongings will be disposed of at the discretion of Dove Harbor staff.

- **Other Safety Reminders**

- Candles are not to be burned due to the fire hazard.
- You are required to sign in and out when you leave the building. This is for emergency and safety reasons. Continued disregard of this could lead to disciplinary action.
- It is expected that residents will abide by all local, state and federal laws while residing at Dove Harbor

Program:

- **Group**

Meetings with required attendance are limited to the following:

Monday 6:00pm - 7:30pm Tuesday 6:00pm - 7:30pm Thursday 6:00pm - 7:30pm

All groups are presented from a Christian perspective, based on biblical principles. Topics are varied, but fall into areas of Biblical exploration, interpersonal education, life skills. House meetings are scheduled 3-4 times per year.

- **Case Management**

Each resident will meet weekly with the case manager to review personal short-term and long-term goals. You will receive encouragement and support during this time as well as referrals for services and guidance for meeting your goals. Repeatedly missing this weekly meeting is cause for dismissal from Dove Harbor. It is also expected that each resident will actively work on their personal goals, and to follow up on the plan put in place with the case manager for accountability.

- **Thrive Coaching**

Thrive was developed by United Way to collaborate with nonprofit members to work together to provide opportunities for individuals and families who are financially struggling in Madison County. These supports include, income supports, employment, and financial coaching. Each resident will have the opportunity to engage with these coaches for services. For more information about the Thrive services, please visit: www.unitedwaymadisonco.org/thrivenetwork

- **Therapy**

Each resident is required to complete an assessment with the Dove Harbor staff therapist. If continued treatment is recommended, the resident will be required to follow through on seeking that either with the Dove Harbor therapist or with another licensed therapist. If an outside therapist is chosen, a release of information must be signed so the Dove Harbor staff can work together with the therapist for the benefit of the resident.

Christian Worldview:

Dove Harbor provides a unique balance by combining Christian principles with professional social work standards. Each member of the Dove Harbor staff is challenged and called to model Christ's example of grace, mercy and accountability in daily living, conflict resolution and life decisions. The hope is that families will experience Christ's love through the relationships formed with the staff. Applicants, however, are not required to be Christian to be accepted into the program.

It is the goal of the staff and program to create a safe environment, and spiritual safety is a piece of that. Items of satanic nature or that have other unhealthy spiritual implications will not be allowed.

Church attendance is recommended twice a month at a church that supports and teaches the following:

- God is acknowledged as the one, true God and worshiped singularly, exclusively
- Jesus Christ is Lord, and is the Son of God
- a commitment to living a Christian lifestyle in accordance with Christian principles
- the Bible is the ultimate guide and authority

• **Discipline and Dismissal**

Discipline will be carried out in three phases in the following order:

1. A verbal warning
2. A written warning
3. Final warning

Each of the warning levels will be given in writing to the resident to clarify the issue and any expectations that come from that. Staff reserves the right to give a more severe warning immediately if the infraction is serious enough to warrant one. Habitual offenders will receive increasingly severe penalties for infractions; continued disregard for the house guidelines could result in dismissal even if the final infraction is a minor offense.

In most cases, residents who are asked to leave Dove Harbor will be given 48-72 hours to find other housing and to remove all their belongings. If the terminated resident begins to create an unsafe environment for staff, volunteers, Dove Harbor property or other Dove Harbor families, they will be removed immediately. The resident will be given referrals for other shelters during the dismissal time. The resident's deposit will be held until all belongings are removed from the premises and the room is cleaned thoroughly. Money owed to Dove Harbor for any reason, including repairs for damages, may be withheld from the individual's security deposit. If money is owed back to the resident, a check request will be processed and a check mailed to the resident.

Dove Harbor reserves the right to dismiss any resident for:

- A. lying, manipulating and/or undermining staff decisions, "pot stirring" ---- causing strife or attempts to divide staff.**
- B. failure to pay program fees in a timely manner.**
- C. failure to meet housekeeping guidelines related to private rooms.**

Dove Harbor reserves the right to dismiss and remove immediately any resident if they or a family member has shown to create an unsafe environment for the staff, volunteers, Dove Harbor property or other Dove Harbor families by:

- A. Verbal threats or physical intimidation to staff, volunteers or other Dove Harbor families.**
- B. Physical attacks on Dove Harbor staff, volunteer or other Dove Harbor families.**
- C. Bringing illegal drugs or alcohol into the Dove Harbor property.**
- D. Sharing your prescription medication with Dove Harbor staff, volunteers or other Dove Harbor family members.**
- E. Allowing and or helping an unauthorized person into the Dove Harbor building.**
- F. Bringing any form of weapon into the Dove Harbor building.**
- G. Intentionally causing damage to property belonging to other Dove Harbor families, staff, volunteers or the Dove Harbor van or building.**

I have read and agree to comply with the Dove Harbor House Guidelines during my residence. I understand that failure to comply will result in consequence and/or dismissal.

I also understand that by signing below, I give Dove Harbor staff permission to complete checks with police/authorities in the area where I am living or have lived previously.

Signed: _____ Date: _____